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CONFIRMATION NO. 4428

<b>SERIAL NUMBER</b> 10/741,518	<b>FILING OR 371(c) DATE</b> 12/19/2003 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 920673-95340
<b>APPLICANTS</b> Patrick Hession, Galway, IRELAND; Tony McCormack, Galway, IRELAND; James Hickey, Galway, IRELAND; <b>** CONTINUING DATA *****</b> None BT <b>** FOREIGN APPLICATIONS *****</b> None BT				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 03/30/2004</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Berny D. Ten</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> IRELAND	<b>SHEETS DRAWING</b> 4	<b>TOTAL CLAIMS</b> 23
				<b>INDEPENDENT CLAIMS</b> 5
<b>ADDRESS</b> 23644				
<b>TITLE</b> Methods of monitoring communications sessions in a contact centre				
<b>FILING FEE RECEIVED</b> 996	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	